

## Training and Support Program Tool

### Outreach Staff Version

<b>Section A: Training Provided to Outreach Staff</b>								
<b>Instructions:</b> Think about the training you currently provide for your outreach staff. For items A1 to A4 provide information on the hours, approach, and topics you use. For items A5 – C5, rate how well your current training practices address each area. Circle one response for each statement.								
<b>A1.</b> How many hours of training do you currently provide to your outreach staff to prepare them to conduct informational presentations/outreach activities?				<i>Please be specific:</i> Approximate number of hours per month: _____ or per year: _____				
<b>A2.</b> Please describe how you train your outreach staff to conduct outreach and referral activities (e.g., methods used such as videos, paired-practice, role plays, mentoring, on the job training, etc.).								
<b>A3.</b> Would you recommend any of the materials/methods you use to other sites?				____ Yes      ____ No      If yes, which ones would you recommend?				
<b>A4.</b> Please indicate what topics are covered during your trainings.								
Type of Training Provided to Outreach Staff		Example		How well does this happen at your agency?			List 1 –2 changes you can make to enhance your Training and Support efforts (practices) in these areas.	
				Not Well		Some-what Well		Very Well
<b>A5.</b> Staff are adequately prepared to conduct outreach and referral activities.		Staff receive formal training on the goals and objectives and core elements of the outreach and referral activities. The training also provides opportunities for staff to practice outreach strategies and referral procedures, and discuss other important issues for effective outreach activities.		1	2	3	4	5
<b>A6.</b> Staff are given clear expectations to adhere to outreach and referral activities as planned to the best of their ability.		The core elements of outreach and referral activities are clearly defined and maintained. Staff follow a procedure manual that outlines outreach and referral activities.		1	2	3	4	5

## Training and Support Program Tool

### *Outreach Staff Version*

Type of Training Provided to Outreach staff	Example	How well does this happen at your agency?					List 1 –2 changes you can make to enhance your Training and Support efforts (practices) in these areas.
		Not Well		Some- what Well		Very Well	
<b>A7.</b> Staff are adequately trained to deal with/address sensitive and controversial issues.	Staff are trained to maintain confidentiality, protect private information, and create a comfortable/safe atmosphere.	1	2	3	4	5	
<b>A8.</b> Staff receive training specific to the population and/or setting being served.	Staff are aware of the various factors that might affect how the pregnancy prevention, educational messages, and reproductive health service information is received by the population (e.g., faith, cultural, developmental), and are able to use that information when conducting outreach.	1	2	3	4	5	
<b>A9.</b> Staff are trained to use a variety of outreach techniques.	Staff are trained/skilled in using a variety of outreach strategies (e.g., one-to-one street outreach, community outreach, individual education, small group education).	1	2	3	4	5	
<b>A10.</b> Staff are trained to provide one-on-one counseling that may lead to a referral for clinical services.	Staff are trained to provide one-to-one counseling on risk assessment, and risk reduction. Staff are trained on referral procedures to clinical services (may include transportation and follow-up).	1	2	3	4	5	

## Training and Support Program Tool

### *Outreach Staff Version*

<b>Section B: Support Provided to Outreach Staff</b>							
<b>Instructions:</b> Think about the type of support you currently provide to your outreach staff. For each statement, rate how well your current support practices address each area. Circle one response for each statement.							
Type of Support Provided to Outreach Staff	Example	How well does this happen at your agency?					List 1 –2 changes you can make to enhance your Training and Support in these areas.
		Not Well		Some-what Well		Very Well	
<b>B1.</b> Opportunities for observation and feedback.	The outreach coordinator observes informational presentations or outreach activities by outreach staff and provides feedback on ways to improve the presentations/outreach strategies.	1	2	3	4	5	
<b>B2.</b> Opportunities to debrief with other outreach staff.	There are regular group discussions with other outreach staff to discuss outreach strategies.	1	2	3	4	5	
<b>B3.</b> Opportunities to debrief with a clinical supervisor (expert).	Outreach staff have opportunities to debrief with a clinical supervisor to discuss strategies and challenging situations regarding medical or social/emotional issues that arise during outreach.	1	2	3	4	5	
<b>B3.</b> Opportunities for professional development.	There are opportunities for outreach staff to receive additional training or attend professional conferences to improve their outreach skills and their knowledge level of content.	1	2	3	4	5	
<b>B4.</b> Opportunities for staff to assess their individual needs regarding training and support and share these with their supervisors.	There are mechanisms for staff to reflect on specific needs relevant to outreach and referral strategies, and identify their training and support needs.	1	2	3	4	5	
<b>B5.</b> Mechanisms to provide outreach staff with access to up-to-date health information relevant to the core content areas of outreach and referral activities.	Staff have easy access to or receive regular updates on reproductive and contraceptive health-related information or statistics from reliable sources.	1	2	3	4	5	

## Training and Support Program Tool

### *Outreach Staff Version*

<b>Section C: Characteristics/Skills of Outreach Staff</b>							
<b>Instructions:</b> Think about the characteristics of your outreach staff. Below is a list of characteristics of community outreach workers. For each statement listed below, rate how true these characteristics are of your outreach staff. Circle one response for each statement.							
Characteristics/Skills of Outreach Staff	Example	How true is this for your outreach staff?					List 1 –2 changes you can make to your training and support practices to make this more true for all outreach staff at your agency in these areas.
		Not True For Any		True For Some		True For All	
<b>C1.</b> Experience/knowledge of community served.	Sensitive to and experience with cultural and social diversity. Use outreach strategies that are culturally appropriate. Informed about what’s happening within the community (e.g. read local paper, attend community meetings, etc).	1	2	3	4	5	
<b>C2.</b> Strong interpersonal skills.	Ability to relate to people, establish trust and rapport, and are viewed as credible among the population, community, etc. Other interpersonal skills include persistence, advocacy skills and patience.	1	2	3	4	5	
<b>C3.</b> Strong communication skills.	Ability to listen, communicate and share information about health information and resources.	1	2	3	4	5	
<b>C4.</b> High level of comfort with content, including sensitive and controversial topics.	Establish ground rules, create safe atmosphere, use appropriate language, etc. Ability to create a safe environment that allows youth to take part in discussions	1	2	3	4	5	
<b>C5.</b> Personal beliefs and values are not in conflict with key messages of health education information being presented.	Awareness of his/her values, and the impact they may have on providing information about sexuality, reproductive health and contraceptive services.	1	2	3	4	5	